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Network Technician Level 2 | MEC IT Services

March 2021 - Present

- Providing technical support to end-users and ensuring smooth network operations
- Troubleshooting network issues and performing network maintenance tasks
- Installing, configuring, and maintaining network hardware and software systems
- Implementing security measures to protect against cyber threats
- Responding to service requests and resolving technical problems in a timely manner
- Providing support for various network technologies such as Lansweeper, Fortigate, Meraki and Unifi
- Working with the Helpdesk team to resolve customer issues
- Keeping up-to-date with industry advancements and updating technical knowledge and skills.

Technical Freelancer/Writer | Upwork

January 2018 - Present

Working various projects, my capabilities have helped clients fix many problems. Some of the problems I've assisted with include:

- Fixing hardware of non-booting iMac/performing upgrades
- Assisting user regain access into Windows Server environment
- Repairing various mobile device screens/digitizers (Samsung Galaxy S10+, iPhone 7+, Apple Watch 4)
- Transferring computer backup data from old Windows machine for local furniture client
- Grammar checking 10,000-word test study of Test Flakiness in Regression Testing
- And more

Lead Level-2 Technical Support Contractor | Pure Technology Inc. via Upwork

October 2020 - March 2021

Worked as a helpdesk technical support contractor/employee from home, using software such as:

- Future POS

- Restaurant Manager POS
- Zendesk
- ConnectWise
- VNC
- RingCentral
- RingCentral Meetings
- UTG(v2)-Shift4
- Slack
- SonicWALL
- Windows 10 Enterprise

My job responsibilities included:

- Assisting customers who call in regarding their point of sale system (Restaurant Manager POS/Future POS)
- Utilizing remote access software to fix issues
- Remotely accessing servers/backends to fix issues
- Maintaining connectivity between point of sale devices and peripherals (e.g. virtual COM and TCP/IP receipt printers, UTG-based credit card machines)
- Working tickets/customer issues and escalating tasks as necessary

Lead IT Tier 3 Field Technician | Gravity Oilfield Services

March 2018 - March 2020

I was promoted to lead a new team developed by Gravity Oilfield Services as Lead Tier 2/3 Field Technician, with two colleagues under my wing. My responsibilities included:

- Diagnosing Cisco routers
- Cable tracing/toning/building
- Installing/replacing/upgrading network equipment
- Assisting Helpdesk personnel
- Replacing/diagnosing computer hardware
- Repairing/diagnosing laptops
- Maintaining Active Directory users/computers/rules
- Maintaining software I developed in C# (a program called "One-Click" that sets up computers rapidly)
- Providing remote support through Kaseya
- Assisting customers at 20+ locations across the state of Texas
- Shutting down yards and obtaining equipment as necessary

Lead IT Helpdesk Technician | Globe Energy Services

December 2016 - March 2018

I was promoted to lead the IT Helpdesk team for Globe Energy Services as Lead Tier 1/2 Technician, leading field operations solo and assisted remotely by 3 colleagues and my superior.

My responsibilities included:

- Diagnosing Cisco routers
- Cable tracing/toning/building
- Installing/replacing/upgrading network equipment
- Assisting Helpdesk personnel
- Replacing/diagnosing computer hardware
- Maintaining Active Directory users/computers/rules
- Repairing/diagnosing laptops
- Maintaining software I developed in C++ (a prototype program called "One-Click" that sets up computers rapidly)
- Providing remote support through GoToAssist
- Maintaining Helpdesk tickets through Spiceworks
- Assisting customers at 10+ locations across the state of Texas
- Shutting down yards and obtaining equipment as necessary